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# **Team Communication Styles: Roadmap to Success**



## **Participant Handout**

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of VDSS for the  
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## ACTIVITY: DISC Communication Styles

Name:

Date:

Focus: ***At work***

### ***Directions:***

1. Circle the appropriate words in each column that best describe your behavior **at work**. There are a total of 40 words – circle more than 2 and less than 40!
2. Count the number of words circled in each column and record that number in the “total” box at the bottom of the column.

Bold	Optimistic	Adaptable	Analytical
Strong-willed	Enthusiastic	Loyal	Precise
Outspoken	Motivator	Patient	Orderly
Confident	Energetic	Supportive	Accurate
Decisive	Persuasive	Good Listener	Detailed
Competitive	Inspiring	Controlled	Perfectionist
Risk-taker	Talker	Consistent	Considerate
Impatient	People-Oriented	Tolerant	Respectful
Independent	Extrovert	Avoids Conflict	Sensitive
Goal-Oriented	Likes Attention	Dislikes Change	Inquisitive

TOTAL  
Column 1

TOTAL  
Column 2

TOTAL  
Column 3

TOTAL  
Column 4

## DISC Communication Styles (continued)

### Directions:

1. From the previous page, transfer the column totals to this page.

TOTAL  
Column 1

TOTAL  
Column 2

TOTAL  
Column 3

TOTAL  
Column 4

2. On the graph below, mark and "X" on the space that corresponds with the number in the "total" box.
3. Connect the "Xs" in the D, I, S and C columns together with one continuous line.
4. The column with the highest number plotted is **your dominant style**.

	D	I	S	C
10				
9				
8				
7				
6				
5				
4				
3				
2				
1				
0				
	Column 1	Column 2	Column 3	Column 4

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## **DISC Communication Styles:** Characteristics of Each

**Dominance Style -**

**Influence Style -**

**Steadiness Style -**

**Conscientious Style -**

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## DISC Communication Styles: Strengths, Weaknesses and Needs

STYLE	STRENGTHS	WEAKNESSES	NEEDS
<b>D</b> ominance	Problem Solver Decision Maker Goal Achiever	Finds Faults Lacks Caution Runs Over People	Control Authority Prestige
<b>I</b> nfluence	Communicator Participator Good Finder	Time Control Follow-through Lack of Objectivity	Recognition Acceptance To Talk
<b>S</b> teadiness	Loyal Listener Patient	Overly Possessive Avoids Risk-Taking Avoids Conflict	Appreciation Security Time to Decide
<b>C</b> onscientious	Analyzer Accurate High Standards	Rigid Procrastinator Overly Critical	Quality Work Structure Facts

# DISC Communication Styles:

## How to Communicate with a Different Style

<p><b>Communicate with a Dominance Style</b></p> <ol style="list-style-type: none"> <li>1. Be on time.</li> <li>2. Be energetic, fast-paced; have erect posture, direct eye contact.</li> <li>3. Get to business quickly. Use time effectively.</li> <li>4. Be specific, clear, brief and to the point. Don't over-explain. Don't be disorganized or ramble.</li> <li>5. From beginning to end, focus on results.</li> <li>6. Select the key facts and use them to make your case.</li> <li>7. Present facts logically and quickly.</li> <li>8. Provide options (a limited number) so the Dominance style can make his/her own choice.</li> <li>9. Provide data about the pluses and minuses of the options.</li> <li>10. Stay on the topic; keep the pace up; honor time limits.</li> <li>11. If at all appropriate, ask directly for a decision.</li> <li>12. Depart quickly, but graciously.</li> </ol>	<p><b>Communicate with an Influence Style</b></p> <ol style="list-style-type: none"> <li>1. Be energetic, fast-paced; have direct eye contact.</li> <li>2. Allow time for socializing. Talk about their experiences and opinions and about people. Disclose appropriately about yourself. Mesh with their entertaining, fun-loving behavior.</li> <li>3. Influence Style like arguments --- to a point. Avoid becoming too dogmatic even when they are.</li> <li>4. Discover their dreams and intuitions; try to find a way to help them achieve their hoped-for future.</li> <li>5. As evidence, use testimonials from people they like or see as prominent.</li> <li>6. Focus first on the "big picture"; follow up with action plans and details (as few details as possible, but as many as needed by others in the organization). In written reports and proposals, details can go in an appendix.</li> <li>7. Tap their competitive spirit.</li> <li>8. Find a way to have fun while achieving the objective.</li> <li>9. Keep a balance between flowing with the Influence Style and getting back on track.</li> <li>10. Paraphrase agreement.</li> <li>11. Ensure that action plans are made and followed and that necessary details are done.</li> </ol>
<p><b>Communicate with a Steadiness Style</b></p> <ol style="list-style-type: none"> <li>1. Be relaxed, moderately slow-paced; have a comfortable posture, leaning back somewhat. Speak softly, avoiding harshness in your voice.</li> <li>2. Make a person-to-person contact when possible. However, don't engage in lengthy "small talk" unless it is real for you and the other person. Be genuine.</li> <li>3. Invite their conversation; draw out their opinions. Listen reflectively; protect their ideas from your tendency to judge, to counter with logic or to manipulate.</li> <li>4. Communicate patiently, encourage expressions of doubts, fears or misgivings that they may have. Facilitate decision making without pressuring them.</li> <li>5. Mutually agree on goals, perhaps initiated by you; negotiate action plans, offer cooperative support where desirable. Be sure to follow through on your responsibilities and keep in touch with theirs.</li> <li>6. Offer personal assurance and /or guarantees that decisions will have minimum risk. However, overstatement of guarantees or lack of follow-through will erode trust.</li> <li>7. Maintain ongoing contact more than with others styles.</li> </ol>	<p><b>Communicate with a Conscientious Style</b></p> <ol style="list-style-type: none"> <li>1. Be on time.</li> <li>2. Be moderately paced; lean back somewhat; avoid loud voice.</li> <li>3. Err on the side of being more formal rather than less formal in clothing, speech, and manners.</li> <li>4. Get to business quickly; be prepared, systematic, factual, logical, and exact.</li> <li>5. List pros and cons of your proposal/objective, and alternatives.</li> <li>6. Help show why this approach is best and has relatively little risk.</li> <li>7. When possible, allow them to proceed deliberately, even slowly.</li> <li>8. When they are too indecisive, encourage them to make a decision, but refrain from making it for them.</li> <li>9. See that milestone dates are in action plan if in doubt about their meeting the schedule.</li> <li>10. Follow up in writing.</li> </ol>

## DISC Communication Styles: How to Leverage Your Communication Style

<p>If you are a <b>Dominance Style</b> – <b>LISTEN</b></p> <p>Your fast-paced, tell-oriented, goal-oriented approach often causes stress in people you work with.</p> <p>When you flex, <b><i>make a determined effort to listen to others.</i></b> Try to clearly understand their ideas, suggestions and requests.</p> <p>Equally important, <b><i>listen until you understand the nature and strength of their feelings, the values and frame of reference</i></b> that make their ideas worthwhile in their eyes.</p>	<p>If you are an <b>Influence Style</b> – <b>RESTRAIN</b></p> <p>Your quick, impulsive decisions and actions, often based on hunches, may stress your co-workers who are less risk-oriented and /or more fact-oriented than you. Your high energy, verbal fluency and loud voice may intimidate others.</p> <p>When you flex, be sure to <b><i>restrain your impulses. Check the facts before making decisions</i></b> – look before you leap. Also, <b><i>restrain your talkativeness</i></b>; when others start to speak, don't raise your voice and talk over them. Finally, <b><i>restrain your tendency to be center stage.</i></b> Share the limelight with others.</p>
<p>If you are a <b>Steadiness Style</b> – <b>REACH</b></p> <p>Your slower-paced, people-oriented, cooperative, low-risk approach may stress your co-workers who are faster-paced and who demonstrate more of a goal-orientation.</p> <p>When you flex, <b><i>be sure to stretch.</i></b> Demonstrate self-determination. <b><i>Set and achieve attainable “reaching” goals.</i></b> <b><i>Don't dodge issues</i></b> – let others know where you stand. Challenge others to do their best!</p>	<p>If you are a <b>Conscientious Style</b> – <b>DECIDE</b></p> <p>Your slow, systematic fact gathering, careful weighing of alternatives and cautious decision making often trigger stress in your co-workers.</p> <p>When you flex, <b><i>make a determined effort to decide.</i></b> This means, in the discussion phase, to <b><i>declare</i></b> – take a stand even if all the facts aren't in. Then, don't let your fact gathering and careful weighing of the alternatives become a bottleneck to the progress of others – <b><i>decide.</i></b> Once you have made your decision, act on it with reasonable haste.</p>